

**MARTIN LUTHER KING, JR. MEDICAL CENTER
CAMPUS REDEVELOPMENT
COMMUNITY PLANNING WORKSHOP COMMENTS**

The following contains all of the comments that were received from attendees at the Martin Luther King, Jr. (MLK) Medical Center Campus community planning workshop held on January 7, 2010. Comments include those that were recited verbally to Sapphos Environmental, Inc. staff, as well as those that were written on the comment cards. The comments have been grouped according to their applicability to the five community planning topics that were identified by the County of Los Angeles Chief Executive Office and the Second District: 1) health and wellness, 2) transportation, 3) land uses, 4) campus master plan, and 5) general input. This attachment also includes comments that were received via e-mail at the project e-mail address (mlkmasterplan@gmail.com) as of January 14, 2010.

HEALTH AND WELLNESS COMMENTS

1. Commenter suggested placing televisions inside the clinics, which would display educational programs that are relevant to that particular clinic or branch of medicine.
2. Commenter stated that attention should be paid to women's health clinics.
3. Commenter questioned what happened to women's health center of excellence at MLK and at Hubert H. Humphrey Medical Center.
4. Commenter expressed concern that co-occurring (mental health disease) clinics were needed for both men and women.
5. Commenter stated that there was a need to provide prenatal care to teenage women.
6. Commenter expressed interest in having a family wellness center on site with an educational component (access to internet through a kiosk).
7. Commenter expressed interest in having a consumer health education division, community outreach to include education, intervention, referrals, free health screening services to elementary, middle, and high school students (2)¹
8. Commenter recommended that the MLK replicate hospital function models that have been implemented outside of those in California (avoid the Indiana model and look into other models used by the other 48 states).
9. Commenter expressed concern for the development of a center for wellness to serve senior citizens and the elderly.

¹ The number in parenthesis identifies the number of times that this particular comment was received from workshop attendees.

10. Commenter recommended that there be a partnership between the hospital and heart & lung clinics, the university, and the County's eight Service Planning Areas (SPAs).
11. Commenter recommended educational services to promote healthy living (similar to Kaiser programs), covering such topics as diabetes, high blood pressure, healthy eating, stress.
12. Commenter recommended the establishment of a network between nonprofit organizations and the hospital through the internet.
13. Commenter expressed an interest in having a Trader Joes grocery store on the hospital campus.
14. Commenter expressed an interest in having the hospital provide information about nutrition and diet, as well as classes on healthy eating.
15. Commenter recommended that more preferable food selections be easily and readily available for purchase by the community and local residents (i.e., residents surrounding the hospital).
16. Commenter recommended having a youth drop-in center for at-risk youth, and suggested it be based on the "A Place Called Home" comprehensive center model for tutoring, after school activities (i.e., Dance, sports, adult classes, music, business entrepreneurship, acting, creative writing). **(2)**
17. Commenter recommended the development of a mobile medical clinic, which would service housing developments and employ local residents to implement (immediately surrounding MLK within a 5-mile radius). **(3)**
18. Commenter expressed the need to have coordination of on-going health fairs through consumer education division with churches and nonprofit organizations.
19. Commenter expressed a need to hire good, qualified, and dedicated health care providers, particularly targeting the hiring of minority professionals. **(2)**
20. Commenter voiced an interest in Public Private Partnership (PPP), and expressed concern regarding hospital privileges for community health care (CHC) providers, who may want to hospitalize their patients and then conduct rounds on their patients at the hospital.
21. Commenter expressed a need for integrated systems of care between hospital and CHC. **(2)**
22. Commenter recommended having community seminars on a quarterly basis for senior citizens to inform them of available resources and services (not just medical) in community.

23. Commenter recommended the development of more resources and care centers for children with special needs, and to provide education and integration of services (i.e., regional centers, hospitals, and schools).
24. Commenter recommended training opportunities and in-services for community providers (i.e., physicians, mid-level providers).
25. Commenter recommended developing specialty care services that adequately meet the need of the community so that preventable conditions do not turn into emergencies.
26. Commenter expressed an interest in seeing more opportunities for innovative public and private partnerships between MLK and other community groups.
27. Commenter stated that there needs to be more community involvement pertaining to the development of preventative health programs (i.e., blood pressure, weight) to encourage continual monitoring of better quality health.
28. Commenter suggested improved communication between doctors and patients with better quality information, especially medication.
29. Commenter recommended more resources for domestic violence victims.
30. Commenter recommended having someone available to respond to questions about creating new contracts for individual's business in a clear manner; someone who would be able to answer these questions and serve as a resource.
31. Commenter suggested implementing a system for sharing of performance data, made available to workers for evaluation towards improvement of services (in labor partnership).
32. Commenter suggested the implementation of a system for health promotion (through outreach) as well as sustained collaborations with existing community groups.
33. Commenter stated that the hospital should require more entrepreneurial methods for pharmacy care (i.e., patient care).
34. Commenter suggested the use of a computerized program for identifying narcotics, in application of hospital pharmaceuticals.
35. Commenter stated that the hospital should provide a fee-less or low cost first aid and emergency planning seminars and educational courses for the community to improve preventative health.
36. Commenter stated that urology service should be available and included in the hospital and serve as specialization for MLK that would distinguish hospital. **(2)**
37. Commenter suggested an environmental clearance to identify green technology to auxiliary functions.

38. Commenter expressed a concern about access to affordable care.
39. Commenter suggested a need for increased outreach education regarding mental illness and mental wellness. (3)
40. Commenter expressed a concern about the accuracy of diagnoses pertaining to mental illness.
41. Commenter recommended the integration of primary care with substance abuse recovery and mental health for the complete wellness of an individual.
42. Commenter expressed concern about stigma associated with mental health and suggested that it be addressed through mass media and involve community with education about mental health such as community outreach.
43. Commenter recommended the hospital include alternative health services (i.e., acupuncture, chiropractors) as a programmatic element in the MLK Campus Plan.
44. Commenter suggested hospital include education and services (particularly athletic) for youth in support of preventative health improvements.
45. Commenter provided awareness regarding the opportunities to volunteer at hospital (i.e., candy striper program).
46. Commenter expressed concern for the hospital to provide healthcare services for infants.
47. Commenter expressed a desire to have the hospital include services to treat individuals with sickle cell anemia.
48. Commenter expressed a need for the hospital to accommodate indigent community members that are unwilling to come to the hospital.
49. Commenter recommended that the hospital provide specialty-specific preventative health care and fairs for the community.
50. Commenter stated that the new hospital would be exemplary if it used building integrated photo voltaic (BIPV). BIPV have a payback period of 5 years, conservatively estimated.
51. Commenter stated that if the Board of Supervisors is to serve a regulatory function, it will need to create a model of the system. Commenter further stated that U.S.C.'s engineering and biomedical engineering capability would be very useful.
52. Commenter stated that "Holy Name of Jesus / One-LA" have made a commitment to start a small clinic. The commenter then questioned whether there would be a building that the community could make available to "Queens Care," and stated that they would be willing to explore the possibility of funding such an initiative.

53. Commenter recommended preventative wellness centers, programs, activities for the total process with accountable care organization/medical home model:
 - Exercise, nutrition, exercise stations on MLK campus
54. Commenter recommended the incorporation of medical students, resources, health food stores into the hospital.
55. Commenter suggested that prevention of alcoholism come from the Supervisor in an initiative involving local community families.
56. Commenter recommended geriatrics work with other programs to help seniors.
57. Commenter suggested prevention focus on seniors.
58. Commenter suggested the hospital include a mental health component that focuses on family issues and strength-based gang intervention.
59. Commenter recommended the hospital provide a wrap around services to promote family and community stability.
60. Commenter recommended an increase in the hospitals' links to community based agencies for seamless service delivery.
61. Commenter suggested creating a coalition around this area; stating that IMHP would lead this effort.
62. Commenter stated that the federal government needs to put more funds into the prevention and intervention of alcohol and drugs, nutrition, and education. The commenter further noted that the federal government needs to enforce this or the culture will die.
63. Commenter expressed an interest in the hospital providing programs and support to relative care givers including mental health, parenting classes, and respite care.
64. Commenter stated that the hospital should limit staffing of travel nurses.
65. Commenter stated that there is a need to provide equal employment opportunities for nurses in the community.
66. Commenter stated that there is a need for a fair screening process for nurses.
67. Commenter suggested that the hospital hire nurses with good job history at MLK, not all UCLA staff.
68. Commenter suggested that provisions for seniors be included in all programs related to health and wellness primarily, but also in the rest of the plan.
69. Commenter suggested the trauma center needs to be more comprehensive, and that it not turn people away.

70. Commenter stated there should not be a maternity ward at the hospital and suggested that the hospital should include a pediatric care and emergency center.
71. Commenter stated that pediatrics needs extra space.
72. Commenter stated that the hospital should have more of a focus on preventative wellness care.

TRANSPORTATION

1. Commenter stated that the Hahn's shuttle route ("Hahn's Trolley and Shuttle Service") is currently not very direct. The route needs to be altered so that it is more direct and more frequent.
2. Commenter stated that traffic will impact the community. Commenter stated that if buildout occurs close to 120th Street, moving the traffic there, 120th Street may need widening or other improvements. Commenter asked if houses and other properties would be impacted by traffic. Commenter expressed need to avoid increased traffic in the surrounding residential community and a full traffic study.
3. Commenter stated that it would be useful to have a DASH line running from the Blue Line Metro station to the campus for either 25 cents per ride or free.
4. Commenter stated that a bridge should be built between the Metro and 120th Street as there have been accidents; there needs to be an overpass and an underpass.
5. Commenter stated that there is a need for clear directions and maps displayed at the bus/train stations, showing the location of MLK and directions to get to the buildings on campus. (2)
6. Commenter stated that there needs to be large, noticeable signs on the freeways, letting travelers know when to exit the freeway to get to MLK.
7. Commenter suggested that CALTRANS designate a specific person to collaborate with the MLK planning team in order to make sure that all transportation requirements are achieved.
8. Commenter expressed a need to ensure that the exterior of all buses and shuttle buses are made of high-quality, durable, clean materials.
9. Commenter suggested using the exterior of buses and shuttle buses for advertising/fundraising purposes and improving the image of MLK.
10. Commenter stated that there is a need for a shuttle to connect to streets that are not currently on the bus line. (2)
11. Commenter stated that it is important that buses to the campus run throughout the night.

12. Commenter stated that it would be very useful to have an '800' number [toll-free] that people can call in order to get non-ambulance transport to the hospital at all hours. (3)
13. Commenter stated that there is a need for lighting in the thoroughfares to provide a welcoming, safe atmosphere within and on route to the MLK campus. (2)
14. Commenter stated that there is a need for security personnel in the parking structures on the campus. (2)
15. Commenter stated that there is a need a for a carpool system for employees.
16. Commenter stated that there is a need for a shuttle to take people to and from the campus. (2)
17. Commenter stated that a direct shuttle is needed from MLK to Harbor-UCLA Medical Center. (2)
18. Commenter stated that some of the CityRide Taxis do not currently have the machines needed to read the CityRide cards; this needs to be fixed.
19. Commenter stated that there is a need for a shuttle service within the campus. Commenter stated that it is important to have transport between different facilities (i.e., emergency room, urgent care, hospital, long-term care) that is not an ambulance. (3)
20. Commenter stated that there is a need for a completed bike path within the community. (2)
21. Commenter stated that there is a need for a shuttle service between the community clinics and the MLK hospital.
22. Commenter recommended that artwork be integrated into public transport in order to improve the appearance of the bus and rail stations.
23. Commenter stated that there is a need to take action to improve the image of the Metro Blue Line and make it feel safer for passengers. (2)
24. Commenter recommended the use of media (such as newspapers and television) to improve the image of the Blue Line and educate passengers.
25. Commenter stated that there is a need for good logistics on the traffic lights to avoid accidents. For example, it would be helpful to have a stop sign or traffic light where the ambulances come into the hospital to avoid collisions with passenger cars.
26. Commenter suggested the use / implementation of efficient time management for the light rail so that frequent rail transport is available to the MLK campus.

27. Commenter stated that the free parking is currently located too far away from the patient facilities. There need to be multi-leveled parking structures right next to the facilities.
28. Commenter stated that it would be beneficial to use the transportation system to generate jobs within the community (e.g., bus repair and maintenance).
29. Commenter stated that there is a need for a bridge or underpass so pedestrians can cross 120th Street and walk through the campus safely.
30. Commenter stated that there is a need for a shuttle bus connecting the public housing developments (Jordan Downs, Imperial Courts, Nickerson Gardens, and Ozzie Gomzaque) to MLK.
31. Commenter suggested that the layout within the campus be designed to avoid patient throughput jams.
32. Commenter suggested that there be an early triage before the patients enter the campus. (2)
33. Commenter stated that there is a need to consider on-site housing for employees in order to reduce the number of miles that employees have to commute to the campus. Use the on-site housing as a recruitment tool.
34. Commenter stated that the technology should be utilized to prevent patients from having to travel to the campus in the first place (telephones, video conferences, etc.). Commenter expressed need for telemedicine capabilities for specialized clinicians working off site.
35. Commenter stated that there is a need for interpretation services for minorities on all modes of public transport. The bus/rail drivers should be bilingual in English and Spanish, and more polite to passengers.
36. Commenter stated that there is a need for a safe, direct route (possibly including a pedestrian bridge) from the Metro Blue Line rail station to the campus.
37. Commenter stated that the transportation routes and schedules should be visible and clear in public service announcements, media, and internet.
38. Commenter inquired how to get transport for non-life-threatening situations without calling 911.
39. Commenter stated that there is a need for transport (especially after hours) for patients released from Harbor-UCLA Medical Center back to their homes.
40. Commenter stated that there is a need for improved signage within the campus to assist visitors and patients in finding buildings and parking areas.

LAND USES

1. Commenter stated that the child care facilities on the campus should include programs for infant/toddler care.
2. Commenter stated that the campus should include low-income housing for employees.
3. Commenter stated that the campus should include housing for senior citizens or have senior housing nearby. **(2)**
4. Commenter stated that the campus should provide after-school care for children in the community.
5. Commenter stated that the campus should connect with 120 nations participating in travel medicine and invite them to participate through their local communities in Los Angeles.
6. Commenter stated that the housing at the hospital should be nice looking and well landscaped (but not expensive).
7. Commenter stated that the housing should be sensitive to noise sources in the area.
8. Commenter stated that the campus should include a recreation center with a gymnasium and an inspirational center with the following facilities or activities: art, gardening, library, and sports.
9. Commenter stated that health-related businesses should surround the hospital campus in the community such as Whole Foods, Trader Joes, Fresh & Easy **(2)**, and a police department.
10. Commenter stated that the hospital cafeteria should have healthy and affordable options.
11. Commenter stated that pharmacies are needed in the community surrounding the campus.
12. Commenter stated that there should be an educational/training center focusing on jobs in health care and other public sector jobs.
13. Commenter stated that an analysis of land use typologies, existing uses, and proposed uses should be conducted.
14. Commenter stated that an analysis of the buildout potential densities should be conducted.
15. Commenter stated that the campus should have a good exercise program for seniors.

16. Commenter stated that the campus should include a community resource room to act as a communication center for the community.
17. Commenter stated that the campus should have good security.
18. Commenter stated that it is important that the campus maintain a good child care facility for employees and the community.
19. Commenter stated that the campus should include a technology center that would provide computers and technology services to the community.
20. Commenter stated that the campus should include a skate park.
21. Commenter stated that the campus should include a free/safe zone for youth. **(2)**
22. Commenter stated that the hospital should be better connected to the community.
23. Commenter stated that the hospital should place more emphasis on patient care, as in customer care, where people are treated well and valued by all the staff in the hospital. **(2)**
24. Commenter stated that the campus should support inpatient and outpatient services.
25. Commenter stated that the campus should include production, copying, scanning, and internet services.
26. Commenter stated that the campus needs to ensure that services provided do not compete with local businesses in the community.
27. Commenter stated that the campus should include medical arts / art rehabilitative services. **(2)**
28. Commenter stated that the services provided on the campus should include cleaners, card shop (Hallmark, stationery), home center, and a florist.
29. Commenter stated that the campus should be accessible to disabled people.
30. Commenter stated that the campus should include a place for health education classes.
31. Commenter stated that the campus should provide ample parking.
32. Commenter stated that the campus should include a place for nutrition/cooking classes with community access. **(2)**
33. Commenter stated that the campus should include foster care safe houses.
34. Commenter stated that the campus should include a place for satellite classes or a satellite campus for nearby colleges. **(2)**

35. Commenter stated that the campus should include more street lamps and improved lighting.
36. Commenter stated that the campus should include an alternative medicine healing center. (2)
37. Commenter stated that the campus should have connectivity with redevelopment projects in the area, specifically the New Jordan Downs Transformation Project, including housing for employees, transportation to and from the project, education, and employment.
38. Commenter stated that the outreach for the campus project has not been inclusive; specifically, there is a need for more outreach to the Latino community and the community as a whole. (2)
39. Commenter stated that there is a need for healthy grocery stores in the community such as Ralphs and Vons.
40. Commenter stated that there should be incentives for vendors of healthy food options to open stores/businesses in the community.
41. Commenter stated that they would like to see less fast food places and less liquor stores in the community. Regulations that limit the number and location of fast food and liquor stores should be put in place. (3)
42. Commenter stated that there should be zones free of fast food and liquor stores—a buffer around schools or hospitals that would be free of liquor stores specifically.
43. Commenter stated that there should be a safe outdoor space for exercise that includes lighting, walking and bike paths, and security.
44. Commenter stated that they would not like to see businesses/commercial facilities on the campus.
45. Commenter stated that housing facilities on the campus should be limited to temporary (< 30 days) intermediate care housing.
46. Commenter stated that the campus should include new business to hire local employees from the community.
47. Commenter stated that the federal government should offer more funds to promote sports (health centers). (2)
48. Commenter stated that the hospital should include child care facilities to promote African American culture.
49. Commenter stated that the Sports Spectacular Charities is interested in helping to raise funds for creation of special unit for equipment for the rehabilitation of brain and spinal cord injury patients.

50. Commenter stated that the campus should include a wellness center and noted that there is the potential for public-private partnerships with the wellness center. The wellness center should include a kitchen with classes, exercise facilities / fitness stations/trails throughout the campus, and more park-like setting
51. Commenter stated that the campus should include housing or condos specifically for clinicians (physicians, nurses) to help attract more of these types of employees.
52. Commenter stated that there is potential for public-private partnership for rehabilitation center on the campus and other long-term care facilities.
53. Commenter stated that the campus should include medical office space and research space or these facilities should be located nearby.
54. Commenter stated that the campus should include a child care center to accommodate the community and employees.
55. Commenter stated that the campus should include more shopping centers and retail stores and restaurants; people go to the hospital one time in five months but people go shopping every day or every week.
56. Commenter stated that the campus should include a Japanese garden.
57. Commenter stated that the he campus should include walkways with athletic tracks.
58. Commenter stated that the campus should include a wellness store.
59. Commenter stated that the campus should include a health center, providing yoga and dancing classes.
60. Commenter stated that the campus should include a community garden where there is a partnership between senior citizens and youth.
61. Commenter stated that the campus should include a community center for meetings.
62. Commenter stated that the 10 acres in the front of the property should be reserved for a big future project.
63. Commenter stated that the campus should include a space for a farmer's market.
64. Commenter stated that the campus should include community gardens where people can get their own plot.
65. Commenter stated that the campus should include quality retail stores (not Walmart). The stores should be nice-looking, well-kept businesses. There should be an agreement that the owners of the stores have to maintain them at a high level of cleanliness.

66. Commenter stated that the campus should include businesses oriented around health, such as fresh juice businesses.
67. Commenter stated that the campus should include an indoor/outdoor "Wellness Center" where community residents could come for free exercise classes, yoga instruction, self-help classes, and swimming classes.
68. Commenter stated that the campus should include a one-stop complex for homeless families providing "temporary/emergency" shelter until they can be relocated for permanent placement (e.g., temporary shelter for 30 persons).
69. Commenter stated that the campus should include an after-school center, with activities for youth with youth-designed and youth-advised programs and space.
70. Commenter stated that the campus planning process should look at the Urban Land Institute Study done in 1972 (King Triangle or Willowbrook NDP).

CAMPUS MASTER PLAN

1. Commenter suggested that the County work to make the community a crime-free zone by getting the judges and prosecutors to declare the area a crime-free zone. Commenter further stated that double sentences should be given to anyone who commits crimes within the community.
2. Commenter stated that the hospital should be worthy of Dr. King's legacy and fit his name. The landscape and design should be beautiful.
3. Commenter stated that the hospital should be a community center instead of a crisis center. A community center would have landscaping, statues, art, gardens (arboretum), ponds and waterfalls. The landscape should be a therapeutic and healing environment. **(3)**
4. Commenter stated that the hospital should have healthy and affordable good and restaurants. Specifically, the commenter stated that the food services on the hospital campus should serve soup and salads. **(2)**
5. Commenter expressed a concern that the level of service provided at the hospital should be higher. Commenter noted that there used to be 19 disciplines of medicine on the campus. Commenter then questioned what disciplines would be located on the campus and what services can be provided with only 120 beds. There needs to be residency training.
6. Commenter stated that the trauma center be brought back to the hospital.
7. Commenter noted that there should be a nursery so that parents who are seeing doctors can have a place to keep their kids safe while they are there. There needs to be on-site child care. **(2)**
8. Commenter stated that an outpatient diabetic center is needed at the hospital. Commenter recommended the development of a diabetic center at the hospital. **(2)**

9. Commenter stated that the hospital campus should be environmentally sustainable (e.g., renewable energy, fuel cells, wind turbines, and solar energy). There is a proposal for a photo-voltaic solar plant in Compton.
10. Commenter stated that the plan should ensure that there is space for expansion beyond 120 beds.
11. Commenter stated that there should be more African-American and Latino community members in the planning process. There should be more community members in the planning process. **(2)**
12. Commenter stated that there need to be more planning charettes.
13. Commenter stated that there should be a rehabilitation sports park that combines physical therapy with recreation. The sports park can include indoor and outdoor facilities.
14. Commenter stated that affordable housing for faculty and staff should be located on the campus. A private developer should provide the housing. The housing will create an on-campus community and provide jobs.
15. Commenter noted that the hospital planning should involve the six Specific Plan Areas.
16. Commenter stated that there needs to be adequate space for the MACC to grow.
17. Commenter stated that the hospital needs a spinal cord and brain injury research center and facilities for the rehabilitation of spinal cord and brain injuries.
18. Commenter stated that if the hospital is torn down, an equal-sized facility should be built to replace it, in addition to the 120-bed proposed facility.
19. Commenter stated that the campus should include an area with housing above and shops below. The campus should reflect the international character of Los Angeles.
20. Commenter stated that there needs to be a plan to retain the historical legacy of the hospital.
21. Commenter stated that the hospital campus should be *green* and reflect the 21st century. **(2)**
22. Commenter stated that the County should retain the name “MLK” and have public art on the campus. **(2)**
23. Commenter stated that a historical analysis of the hospital should be done, such as a book or an exhibit. History is important. History should be used in a creative way on the site. The campus should have an icon or a visual monument. There should be a committee to think about how to make visible the history of the hospital.

24. Commenter stated that the hospital is too focused on extreme medical procedures rather than preventive care.
25. Commenter expressed concern that hospital residents train at the MLK hospital and then leave for other hospitals or private practice. Residents that train at MLK hospital should be required to serve two years at MLK after becoming a doctor.
26. Commenter suggested that there be a community steering committee to monitor the hospital's operation on a regular basis.
27. Commenter stated that there needs to be sinks between the rooms.
28. Commenter stated that the landscaping should be maintained. There are trees hanging into the surrounding property on 122nd Street.
29. Commenter stated that 120 beds at the hospital are insufficient.
30. Commenter stated that the hospital should have consistent, open communication with community clinics in South Los Angeles and with decision makers (County, UC, the Supervisors, and Health Deputies).
31. Commenter expressed an interest in ensuring that the campus is smoke-free. There should be partnerships with heart, lung, and cancer societies.
32. Commenter stated that the hospital create positions for data or document experts above the state data reporter. Data or document experts have RHIT, RHIA, and/or CHPS credentials. There should be data experts involved at the time of patient admission. A medical records liaison will minimize medical errors and malpractice.
(2)
33. Commenter stated that the hospital staff needs more compassion for people of all cultures who come to the hospital. More bilingual staff is needed for indigenous language speakers of Maya and Quechua and other indigenous languages. Right now, there is no translation available for native language speakers.
34. Commenter stated that better post-treatment follow-up is needed.
35. Commenter stated that doctors at the hospital should use a mix of alternative and regular medicine. The local community is poor. A mix of treatments will be more affordable and help the community the most. It will also help the budget of the hospital.
36. Commenter stated that full emergency services need to be restored at the hospital. There needs to be more clinics (e.g., dental clinics and ophthalmology).
37. Commenter stated that the hospital should have training. There should be an education center on campus that would include classes in First Aid and CPR.
38. Commenter stated that the future hospital uses should include emergency care and research.

39. Commenter wrote that the Campus Master Plan should establish an elementary and middle school to feed the Drew Medical Magnet.
40. Commenter asked why it is cost effective to tear down the hospital and rebuild, as opposed to refurbishing the current hospital.

GENERAL INPUT

1. Commenter provided suggestions about potential funding opportunity (such as a golf tournament) for the relocation of a blood bank back to MLK campus or other funding opportunities to directly benefit hospital.
2. Commenter stated that the community (the area within a 10-mile radius of the hospital) needs to be assessed in order to determine what the community has experienced since closure. The commenter recommended several assessment methods including: focus groups and key informant interviews regarding.
3. Commenter expressed a concern regarding the continual ability for the community to provide input regarding the campus and the types of services that the community wants.
4. Commenter stated that the Department of Homeland Security has development grants (EB5) for job creation that the hospital should use.
5. Commenter stated that the hospital should have celebrities involved and recommended that the hospital use celebrity endorsements. **(2)**
6. Commenter stated there should be random sheriff patrol in the area for security (particularly from 120th to 127th Streets).
7. Commenter stated that there should be a farmer's market once a week at the hospital.
8. Commenter stated that the local schools should know about the hospital. There should be class visits to the hospital. Commenter further noted that there should be a way for young children to learn about the hospital and be involved with it. **(2)**
9. Commenter stated that the hospital should have a full-service gym on site for employees.
10. Commenter stated that the hospital planning process needs more outreach.
11. Commenter stated that race relations between Blacks and Latinos at the hospital need to be improved. There is a need for a community and staff information and dialogue (e.g., committees dealing with race relations should be established on an ongoing basis).

12. Commenter asked that the hospital planning and development teams query community for job descriptions and talents. There is a good workforce in the community and the surrounding areas.
13. Commenter stated that the planning process should do a better job of informing the community. There needs to be better notification of meetings. Commenter stated that they had only heard about the meeting on the radio. Meeting information should be clear and identify the type of meeting it is and who is invited. Everyone should know these meetings are open to the public and that the local community is invited.
14. Commenter expressed a concern for the 'tearing down' and 'rebuilding' of the hospital and what it is going to cost to Willowbrook taxpayers.
15. Commenter requested that the County/Second District share with the community what plans are already approved and e-mail to all before the next meeting.
16. Commenter questioned how the community would get the Board of Supervisors to commit to evidence-based medicine for hospitals that: cut costs, improves quality, and makes everybody happy.
17. Commenter stated that there is a need to provide more interpreters at the hospital for patients (specifically Spanish-speaking).
18. Commenter stated that the EB5 green card immigration program could provide half a million dollars for each business that can create 10 jobs. Commenter further noted that that would be potentially 250 million dollars if the project can generate 5,000 jobs.
19. Commenter suggested that the County / Second District host a meeting for MLK employees to share input of their vision of MLK.
20. Commenter stated that the hospital should promote spirituality to make the African-American culture stronger.
21. Commenter stated that homeless shelters and care facilities should be created in the desert.
22. Commenter stated that employees have meetings once a month and would like someone to come in and listen to their feedback on MLK.
23. Commenter stated that the County should implement visions and suggestions provided by staff in a timely manner.
24. Commenter stated that this should be the center for international community medicine to service in their language or dialect and their medical needs.
25. Commenter stated that there is a need to invite travel medicine of governments to participate in developing medical facilities that are culturally and language friendly

- not only to the local community but to bring patients from Thailand to the high-quality UCLA new hospital facilities.
26. Commenter suggested the project include local hiring in a project labor agreement with a set aside for at-risk and local disadvantaged employment as modeled and implemented at the Playa Vista development and the CRA. **(2)**
 27. Commenter stated that the hospital should consider rehiring dislocated MLK staff with prior positive employment history; should not all be UCLA staff.
 28. Commenter stated that there is a need to make provisions for the homeless, once released from the hospital (perhaps an overnight shelter).
 29. Commenter stated that there should be quality of healthcare staff (i.e., doctors, nurses, attendants, any staff connected to the hospital).
 30. Commenter stated that there should be a community advisory board to oversee quality of care.
 31. Commenter stated that there should be a patient advocacy group formed by past patients.
 32. Commenter expressed a concern related to feedback slips in order to address an immediate fashion to rate care. Follow up feedback by customer care (i.e., quality assurance representative within 10 days).
 33. Commenter expressed a concern to push for changes in Federal funding for the prevention/intervention of drugs, alcoholism, nutrition, education, and prevention of chronic illnesses.
 34. Commenter stated that there is a need to place more emphasis in addressing the healthcare risk of the African American culture.
 35. Commenter recommended that there be more outreach involvement of Latino communities throughout the planning and re-opening of the hospital.
 36. Commenter suggested that there be a collaboration forming an "urban health institute." Participants should be from stakeholders such as UCLA, USC, and the County, State, and Federal government to become the hub for community-based healthcare (i.e., Johns Hopkins and Morgan State University, Beach Cities Health District).
 37. Commenter expressed skepticism of regarding input from people who do not use the hospital. Commenter further stated that a commenter must be able to identify themselves as patient to give valid input on the needs of this community.
 38. Commenter recommended that the hospital form a collaboration with Drew Medical University.
 39. Commenter suggested bringing training programs back to MLK.

40. Commenter recommended embracing the community as a whole in training.
41. Commenter stated that training should be given with priority to community members.
42. Commenter stated that there should be CPR, First Aid, and disaster preparedness training.
43. Commenter suggested that training and education be on topics related to the usage of hospital facilities (i.e., clinics; emergency services; how to use and when to use 911, 411, and 211; clinics versus emergency rooms.
44. Commenter recommended the hospital attract and train staff from within the immediate community who are culturally and ethnically sensitive versus insensitive stereotypical treatment (implement compassion training).
45. Commenter stated that MLK should not become primarily a training hospital to non-culturally and/or ethnically versed.
46. Commenter recommended teaching staff that 97% of people are the same.
47. Commenter expressed a concern to ensure that there is adequate oversight of private funds that are being contributed in support of the project to ensure funds are used effectively. Commenter stated that money has been wasted on consultants and retrofit of facilities that were closed within 2 years.
48. Commenter state that there is a need to make sure that the project planning is transparent and that community/patient needs are prioritized.
49. Commenter expressed a concern about the hospital's relationship with UCLA; commenter wants to ensure that assigned staff are monitored and are actually on site to provide services. Commenter stated that there were issues with the management of UCLA employees at Harbor-UCLA.
50. Commenter recommended the hospital provide a full service gym and one-stop information center.
51. Commenter recommended that the hospital have quarterly health fairs by MLK hospital in the community or the hospital grounds with specific health themes such as senior health fairs, children's health fairs, cancer education, chronic disease, ADD (Attention Deficit Disorder, problems kids face with different learning abilities, and preparation for age groups concern.
52. Commenter objected to the Master Plan consultant request for proposal (RFP) and wrote that requirements for the Master Plan consulting contracts were clearly designed to exclude small businesses and local firms.
53. Commenter wrote that the Master Plan should include a more comprehensive economic development concept.

54. Commenter wrote that there is a need to focus on quality improvement, including a labor/management partnership that harnesses the expertise and commitment of frontline workers toward identifying and removing obstacles to quality care.
55. Commenter wrote: Create a position such as data management, not IT, but a RHIT, RHIA, CHPS, credentialed individual that can minimize errors on the front end versus a major cleanup on the back end to minimize demographic, clerical, medical errors and save on malpractice suits. This person can be a conduit between departments (medical records, lab, etc.) and do state reporting.
56. Commenter wrote to request mobile medical services:
 - Immunization, screening, etc.
 - At hard to get to places (projects) where people are not too likely to go into a Hospital, Dr. Clinic-Schools.
57. Commenter wrote that professional and lay people employment/jobs, some contract workers-apprenticeship programs—"Community-based as a Priority."
58. Commenter wrote requesting on site mediation and grief recovery services for staff and community. Re: Employment, patient services, etc. (Free, Very Important).
59. Commenter wrote requesting in-care (hospitalization) for the blind with service animals—hospital friendly in every respect.
60. Commenter wrote requesting that the development be eco-friendly (Green) to cut cost but not add cost.
61. Commenter wrote requesting online medical network with patients and files and records on computer.
62. Commenter wrote requesting a goal to try to put as many people of the community back to work, from doctors to lay people, commercial, construction, etc.
63. Commenter wrote that the County should immediately advertise [unreadable word] Hospital to open.
64. Commenter wrote: Consider rehiring dislocated nursing staff with previous/prior positive employment histories. Should not be focused solely on UCLA-oriented staff.
65. Commenter wrote: Employees of MLK-MACC want to have a voice in the new facility(s). Please bring this event to us in the same manner shown here tonight. We have great ideas and wonderful insight to be shared.
66. Commenter wrote: Do not downsize any services to the MACC, i.e., Radiology space.

COMMENTS RECEIVED VIA E-MAIL

The following are comments that were received via e-mail.